

# Provider Connections



A Monthly Newsletter from HealthTeam Advantage

September 2023

## A Message from Our President & CEO

I wanted to reach out and reassure you that my team and I are continuously striving to ensure that nirvanaHealth processes your claims accurately, promptly, and consistently. We recognize that we have fallen short of meeting these expectations over the past nine months.

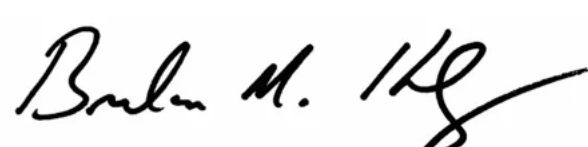
We understand that your most recent frustration has been our inability to reprocess previously processed claims. We assure you that we are working to resolve this issue with the payment vendor, Zelis. Zelis is in the final stages of preparing to issue the adjusted payment amount and the appropriate explanation of payment and electronic remittance advice. We had hoped to have these finalized by August, but unfortunately, we have not been able to meet that timeline.

We are optimistic that we will be able to release the adjusted claims in the next few weeks and anticipate providing you with another update within ten days. If you have any questions before then, please do not hesitate to email me at [bhodges@htanc.com](mailto:bhodges@htanc.com) or Bethany Carter, Director of Provider Services, at [bcarter@htanc.com](mailto:bcarter@htanc.com).

I sincerely apologize for any inconvenience we may have caused and appreciate your continued partnership and patience as we work to improve our services.

Sincerely,

Brendan Hodges  
President & CEO  
HealthTeam Advantage



## HTA Health Fair

We are holding a member health fair in Asheboro on September 21. The health fair will include free health screenings, diet and exercise tips, and more. Please encourage our members to attend!

You can download [this flyer](#) for all the details.

## Medical Record Requests

**A friendly reminder that as a contracted provider, there is a contractual obligation to provide us with timely medical records without cost.**

Your agreement states, "In accordance with 42 CFR 422.504(e)(2); 422.504(e)(3); 422.504(i)(2)(ii); 422.504(e)(4), Provider will maintain timely and accurate medical, financial and administrative records related to Covered Services rendered by Provider under this Agreement. Unless a longer time period is required by applicable statutes or CMS regulations, Provider shall maintain the contracts, administrative, financial and medical records, and other records of Provider, subcontractors, or related entities relating to this Agreement for the longer of ten (10) years after (1) the end of the Agreement term, or (2) the date of completion of any audit pursuant to Section 5.3 of this Agreement. Provider shall cooperate with PLAN to facilitate the information and record exchanges necessary for the Quality Improvement/Utilization Management Program, peer review or other programs required for PLAN's operations, provided that such requests do not unreasonably interfere with Provider's business operations."

Each medical record received is used for a variety of reasons such as retrospective record reviews, claims review requests, appeals, and grievances, quality record reviews, etc. **Access to records should be granted to HTA, or its representatives, without a fee.** Providers should have procedures in place to permit the timely access and submission of medical records to HTA upon request.

The records should include all applicable and available types of medical record documentation including:

- Face Sheet (Include documentation for name changes and DOB discrepancies)
- Progress Notes
- History and Physical
- Discharge Summary
- Consult/Specialist Notes or Letters
- Demographics Sheets (Include documentation for name changes and DOB discrepancies)
- Operative Notes
- Lab Results/Pathology Reports
- Emergency Department Records
- Diagnostic Testing Reports
- Anesthesia Reports
- Coding Summary (if not on Face Sheet)
- Physical, Speech, and/or Occupational Therapists Reports
- Signature Log (complete and return if progress notes contain handwritten signatures or credentials of the provider are not contained in patient information being sent)

As always, if you have any questions or concerns, or would like a copy of your provider contract, please email [providerconciierge@htanc.com](mailto:providerconciierge@htanc.com). Additional information is available in our [2023 Provider Manual](#).

## Can You find the "Code" Word?

Test your code knowledge with this month's word search!

[Download September's Word Search](#)

[Word Search Answers](#)



## Coding Tip Corner

What is one job that no matter how long you have been doing it, you will never know it all? Coding. No matter how long you have been doing it, you never quit learning! The one thing with coding you can expect is that it will change twice a year in the Spring (April) and the Fall (October).

[Can You Ever Know It All?](#)

## Miss a past edition of the Provider Connection?

For your convenience, past issues of the Provider Connection newsletter are available on our [website](#). You can visit the **For Provider** section of our website, or bookmark the [direct link](#).

**Need Assistance?**

**Contact Your Dedicated Provider Concierge:**

**Phone:** [844-806-8217](tel:844-806-8217) option 5

**Email:** [providerconciierge@htanc.com](mailto:providerconciierge@htanc.com)

Have a compliance concern or suspect fraud, waste, or abuse?

Contact the Compliance Helpline (anonymously if you wish) at:

1-855-741-4518 or [www.hta.ethicspoint.com](http://www.hta.ethicspoint.com)



© 2023 HealthTeam Advantage, all rights reserved. HealthTeam Advantage, a product of Care N' Care Insurance Company of North Carolina, Inc., is a PPO and HMO Medicare Advantage plan with a Medicare contract. Enrollment in HealthTeam Advantage depends on contract renewal.

This publication does not constitute professional medical advice. Although it is intended to be accurate, neither the publisher nor any other party assumes liability for loss or damage due to reliance on this material. If you have medical questions, consult your medical professional.

HealthTeam Advantage, 300 E. Wendover Ave., Suite 121, Greensboro, NC 27401, USA,  
(888) 965-1965

[Unsubscribe](#)